

***NATIONAL WEATHER SERVICE INSTRUCTION 10-1608
NOVEMBER 18, 2005***

***Operations and Services
Performance, NWSPD 10-16***

STATION DUTY MANUAL

NOTICE: This publication is available at: <http://www.nws.noaa.gov/directives/>.

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SUMMARY OF REVISIONS: This instruction supersedes National Weather Service Instruction 10-1608, “Station Duty Manual,” dated July 23, 2004.

Sections 2.8 and 2.9 were updated; instructions for using the return receipt option in e-mail for notifying employees of new instructions were deleted.

signed November 4, 2005
Dennis McCarthy Date

Director, Office of Climate,
Water, and Weather Services

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1. Description. This procedural directive provides general guidance for the content, organization, preparation, and maintenance of the Station Duty Manual (SDM).

2. Format and Procedures.

2.1 General. The Station Duty Manual (SDM) is a set of local office instructions that documents and describes how operations, emergency procedures, managerial and administrative matters, including the assigned office programs, are to be accomplished. It should be an easy-to-read general reference source with cross references to detailed instructions where appropriate. Each page of the SDM should include the date of its preparation. Each office will maintain a SDM; Weather Forecast Offices, Weather Services Offices, Data Collection Offices, River Forecast Centers, Center Weather Services Units, Tsunami Warning Centers, and National Centers for Environmental Prediction service centers.

2.2 Responsibility. It is the responsibility of each Meteorologist-in-Charge/ Hydrologist-in-Charge, (MIC/HIC) or Office Manager to ensure that the SDM is complete and current. Changes to the SDM are to be made only by the MIC/HIC/Office Manager or his/her designee(s).

2.3 Content of the Station Duty Manual (SDM). The SDM will vary in content due to the size, scope, and number of station programs. Only those programs, functions, and items pertinent to the particular office will be contained in that office's SDM. The content and organization should be standardized. This will allow for a rapid familiarization of office procedures by new employees and enhance locating seldom-used procedures during stress situations. The SDM will have the following attributes:

- a. Be maintained on the office Intranet with an optional hard copy retained on station. It will be posted on the regional server to allow those offices who provide backup to have immediate access to office instructions and procedures for backup purposes.
- b. Document office programs (program operations, instructions, etc.) and operations (hours of operation, shift hours, shift duties, etc.) or provide reference to where documentation resides.

- c. Provide instructions, guidance, and references in dealing with administrative actions pertinent and/or routine to the office (second order station management, designation of timekeepers, handling of administrative matters in the absence of the MIC/HIC, Office Manager, etc.).
- d. Provide instructions, guidance or references for actions to take for weather and non-weather related emergencies (fire, building damage, injury, illness, etc.).
- e. Provide instructions or references for actions to take in the event of power/communications/systems failures. This includes back up sources and back up procedures.
- f. Provide instructions and/or references for procedures necessary to back up another office (Weather Forecast Office only) or to perform on site or off site backup (River Forecast Center only).
- g. Provide instructions and/or references for the criteria and procedures for locally issuing warnings, watches, and weather statements, or other non-routine operational products.

2.4 Reference to National Instructions and System Operating Instructions. While the SDM may cite pertinent portions of national instructions and system manuals, in many cases it is appropriate to direct the reader to the specific chapter, section, and paragraphs of the reference document(s) for the detailed instructions. The SDM should not be a redundant elaboration of national or regional instructions.

2.5 Program/System Ready Reference Notebooks. Locally developed ready reference notebooks or web pages for individual forecast/service programs or systems operations are not required as part of the SDM (MIC/Office Manager option). If local program/system ready reference notebooks/web pages are used, the SDM will contain a cross-reference to these stating their location and the person(s)/position(s) responsible for them.

2.6 Organization of the SDM. Appendices A and B provide a recommended structure to the SDM, which separates the Manual into two parts/volumes.

2.7 Changes to the SDM. Needed changes in the SDM should be brought to the attention of the MIC/HIC/Office Manager (or his/her designee) for corrective action. Changes will not be made without the authorization of the MIC/HIC. The staff will be notified whenever a change is made. When a page/section is superseded and removed, a record will be kept (paper version will be marked with the date it was removed and kept on file for a period of five years, or electronic record kept for same period). An office need not keep both a hard copy and an electronic copy of superseded sections. One or the other mediums will suffice.

2.8 New Instructions or Information. New instructions or information received by the station must be incorporated into the appropriate sections of the SDM. The staff will be kept fully informed of all SDM changes. This notification may be accomplished by providing the new instructions in hard copy or electronically. In either case, the MIC/HIC, or his/her designee, must keep a record documenting that all personnel have received the information. The record should contain dates and name or initials of all employees declaring the material was reviewed and understood, and it must be archived and maintained as part of the official SDM review record.

2.9 Review of the SDM. All station personnel will review the SDM at least annually. To confirm completion of the annual review, field offices must have a review record containing the dates of review and name or initials of each staff member. The review record must be archived

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and maintained as part of the official SDM review record. In addition, persons joining the staff will review the SDM within one month after reporting on station. The SDM will be reviewed for adequacy and currency on station during visits by regional headquarters staff.

APPENDIX A

STATION DUTY MANUAL
[Weather Forecast Offices, Center Weather Service Units, and Alaska Aviation Weather
Unit, as appropriate]

(Station)

(Date)

Volume I - EMERGENCY OPERATIONS, WATCHES, WARNINGS, AND WEATHER
STATEMENTS

Part 1 General SDM Organization and Maintenance

Section 1.1 Table of Contents Volume I and Volume II

Section 1.2 Review Record

Part 2 Non-routine or Emergency Operations

Section 2.1 Aircraft Accidents

Section 2.2 Oil/Hazardous Substance Spill

Section 2.3

Part 3 Operational Emergency Procedures

Section 3.1 Power and/or equipment failures

Section 3.2 Communications Failures

Section 3.3 Backup Operations/Procedures

Section 3.4 ...

Part 4 Non-operational Emergencies

Section 4.1 Fire or Building Damage

Section 4.2 Personnel Injury or Illness

Section 4.3 Bomb Threats.

Part 5 Watches, Warnings, and Weather Statements

Section 5.1 Severe Weather -- Thunderstorm/Tornado Warnings, Watches, and
Statements

Section 5.2 Flash Flood Warnings, Watches, Statements

Section 5.3 Special Weather Statements

Section 5.4 ...

Part 6 ... (Local Option)...

STATION DUTY MANUAL

(Station)

(Date)

VOLUME II - ROUTINE OPERATIONS AND ADMINISTRATION

Part 1 Office Programs

Section 1.1 Public Forecasts

Section 1.2 ...

Section 1.3 ...

Part 2 Office Operations

Section 2.1 Hours of Operation

Section 2.4 Shift Duties

Section 2.3 ...

Part 3 Local Office Instructions and Area Instructions

Section 3.1 ...Email/Internet Policy

Section 3.2 ...

Section 3.3 ...

Part 4 Administration

Section 4.1 ...IT Security

Section 4.2 ...

Section 4.3 ...

Part 5 Special Personnel Assignments

Section 5.1 ...

Section 5.2 ...

Part 6 ...(Local Option) ...

APPENDIX B

STATION DUTY MANUAL [River Forecast Center]

(Station)

(Date)

Volume I - EMERGENCY OPERATIONS

Part 1 General SDM Organization and Maintenance

Section 1.1 Table of Contents Volume I and Volume II

Section 1.2 Review Record

Part 2 Non-routine or Emergency Operations

Section 2.1 Guidelines for changing hours of operations

Section 2.2 Issuance criteria for non-routine products

Section 2.3

Part 3 Operational Emergency Procedures

Section 3.1 Power and/or equipment failures

Section 3.2 Communications Failures

Section 3.3 Backup Operations/Procedures

Section 3.4 ...

Part 4 Non-operational Emergencies

Section 4.1 Fire or Building Damage

Section 4.2 Personnel Injury or Illness

Section 4.3 ...

Part 5 ... (Local Option)...

VOLUME II - ROUTINE OPERATIONS AND ADMINISTRATION

Part 1 Office Programs

Section 1.1 ...

Section 1.2 ...

Section 1.3 ...

Part 2 Office Operations

Section 2.1 Hours of Operation

Section 2.4 Shift Duties

Section 2.3

Part 3 Local Office Instructions and Area Instructions

Section 3.1 ...

Section 3.2 ...

Section 3.3 ...

Part 4 Administration

Section 4.1 ...

Section 4.2 ...

Section 4.3 ...

Part 5 Special Personnel Assignments

Section 5.1 ...

Section 5.2 ...

Part 6 ...(Local Option) ...